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(Cases with * have recommendation(s) in the investigation reports.)

Architectural Services Department

2002/0375	Delay in processing reimbursement applications	Unsubstantiated
2002/1623	Insufficient supervision of maintenance works in government quarters	Partially substantiated*

Buildings Department

2001/0542	Failing to follow up a complaint about unauthorised building works	Unsubstantiated
2001/1870	Mishandling of a restaurant licence application	Partially substantiated
2001/2498	Impropriety in handling the repair of a party wall	Partially substantiated*
2001/2683	Issuing letters to an Owners' Corporation requesting for maintenance without verifying the ownership of the external walls and failing to reply to enquiry letters on the ownership and maintenance responsibility of the external walls in question	Partially substantiated*
2001/2911	Delay in the issue of a provisional restaurant licence	Partially substantiated
2001/3812	Delay in handling a complaint about unauthorised building works	Partially substantiated*
2001/3934	Undertaking the emergency repair works of a building without prior notice to the owners concerned and over-charging the owners for the cost of the works	Partially substantiated*

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Drainage Services Department

2001/0002 2001/0049	(a) Failing to take proper action in respect of a complaint about an unauthorised vehicular access; and (b) failing to take proper action in respect of a complaint about the flooding problem allegedly caused by the existence of the unauthorised vehicular access crossing over a portion of an existing open channel	Unsubstantiated
2001/3407	Evading responsibility to repair a damaged stream bank adjacent to a house	Partially substantiated*
2002/0035	Delay in processing the levy of Trade Effluent Surcharge, resulting in settlement of surcharge over five years by the complainant at one go	Unsubstantiated

Education Department

2002/0167	Delay in processing reimbursement applications	Partially substantiated*
2002/2045	Refusing to meet with the complainant and to correspond with him in English as requested	Partially substantiated*

Fire Services Department

2002/1497	Improper handling of – (a) a revised drawing for food premises licence; and (b) a related enquiry	Substantiated

Food and Environmental Hygiene Department

2001/1869	Mishandling of a restaurant licence application	Partially substantiated*
2001/2935	Delay in the issue of a provisional restaurant licence	Partially substantiated*
2002/1277	Failing to handle a complaint appeal case properly and to provide an interim reply	Partially substantiated*

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Government Property Agency

2001/2831	Prolonged renovation works at the management office of a government quarters	Partially substantiated*
2002/1162	Insufficient supervision of maintenance works in a government quarters	Partially substantiated*

Government Secretariat – Civil Service Bureau

2001/3482	Unreasonably allowing Post Office to defer the complainant's promotion	Partially substantiated*

Government Secretariat – Education and Manpower Bureau

2002/0361	Failing to give a substantive reply to the complainant	Substantiated*

Government Secretariat – Efficiency Unit

2002/0864	(a) Failing to reply to the complainant's electronic mail; (b) delay in replying to the complainant's electronic mail; and (c) obtaining related complaint information from Transport Department without the complainant's permission	Partially substantiated*

Highways Department

2001/1480 2001/1481	Failing to take proper action in respect of a complaint about an unauthorised vehicular access	Unsubstantiated
2001/2859	Failing to monitor the performance of a contractor properly	Substantiated*

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Home Affairs Department

2000/2866	(a) Failing to take proper action in respect of a complaint about an unauthorised vehicular access; (b) refusing to accept the validity of the decisions of a village meeting to demolish the vehicular access; (c) failing to take proper action in respect of a complaint about the flooding problem allegedly caused by the existence of the unauthorised vehicular access crossing over a portion of an existing open channel; and (d) failing to take proper action in respect of a complaint about the flooding problem allegedly caused by two drainage systems	Unsubstantiated
2001/0001	(a) Failing to take proper action in respect of a complaint about an unauthorised vehicular access; (b) failing to take proper action in respect of a complaint about the flooding problem allegedly caused by the existence of the unauthorised vehicular access crossing over a portion of an existing open channel; and (c) failing to take proper action in respect of a complaint about the flooding problem allegedly caused by two drainage systems	Unsubstantiated
2001/3408	Evading responsibility to repair a damaged stream bank adjacent to a house	Partially substantiated*
2002/0494	Delay in erecting a signboard in playground	Substantiated*
2002/1174	Delay in processing an application for exemption and refund of rates to the owner/occupant of a Small House	Partially substantiated*
2002/2230	Unnecessary consultation on a STT application for addition of driving range facilities	Partially substantiated*
2002/2622	Improperly handling a complaint about an MAC activity which would affect the complainant's photography business	Substantiated*

Hong Kong Examination and Assessment Authority

2002/2142	Impropriety in releasing Hong Kong A-level Examination results on Internet in 2002	Partially substantiated*

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Hong Kong Housing Authority

2002/1572-1591	Failing to review public housing rental according to policy; disparity to tenants of new estates by adopting a higher median rent to income ratio for determining rental and not allowing them to apply for rental subsidy during their first 3 years of tenancy	Unsubstantiated
2002/1975	Misleading the purchaser of a HOS flat on flat re-instatement policy	Unsubstantiated

Housing Department

2001/3085	Failing to take enforcement action against an unauthorised building structure	Substantiated*
2001/3278	Failing to keep proper records of the existence of the "kitchen and toilet", which was adjoining the main squatters structure of the complainant; and for misleading the complainant that he needed not apply for permission for rebuilding of his squatters structure during the squatters surveys of 1976 and 1982	Unsubstantiated
2001/3678	(a) Misleading the complainant in a sale of HOS flats; and (b) breaking a promise of neutrality in voting on building management matters	Unsubstantiated*
2001/3681 2001/3993 2002/0150 2002/0152 2002/0154 2002/0156 2002/0158	Impropriety in allowing the erection of a gate at a HOS estate leading to blockade of a passageway to a main street for residents of another HOS estate	Unsubstantiated
2001/3687 2001/3688 2001/3689 2001/3690 2001/3833 2001/3834 2001/3835	(a) Misleading the complainant in a sale of HOS flats; (b) favoritism for the office-bearers of the OC management committee; and (c) breaking a promise of neutrality in voting on building management matters	Unsubstantiated*

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2002/0053	(a) Depriving owners of autonomy in building management; and (b) breaking a promise of neutrality in voting on building management matters	Unsubstantiated*
2002/0128	Failing to inform the complainant of a suicide committed in the premises before and upon completion of the sale & purchase agreement	Unsubstantiated
2002/0526	Improper administration of debris removal fee	Partially substantiated*
2002/0688	Delay in processing an application for autopay and unreasonable refusal for payment of rent via Payment by Phone Service	Substantiated*
2002/1204	Improper handling of an application for buyback of HOS flat – (a) provision of wrong information about flat inspection; (b) delay in making flat inspection; (c) impropriety in identifying repair items; (d) over-charging of fees; and (e) inefficiency in providing quotation for repair works	Partially substantiated*
2002/2726	Failing to respond to complaints lodged by the complainant through e-mail and to monitor the performance of a car park management contractor	Partially substantiated*

Inland Revenue Department

2001/3380	Failing to respond to enquires, sending letters to wrong address and making errors in assessment	Partially substantiated*

Intellectual Property Department

2002/1609	Improper handling of an application for registration of trade mark	Substantiated*

Labour Department

2001/3366	Failing to provide necessary support to the complainant for lodging a claim to the Labour Tribunal	Partially substantiated*

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Lands Department

2000/2767	Failing to take proper action in respect of a complaint about an unauthorised vehicular access	Partially substantiated*
2000/2865	Failing to take proper action in respect of a complaint about an unauthorised vehicular access	Partially substantiated*
2001/0929	Failing to follow up on a complaint about unauthorised building works	Unsubstantiated
2001/1872	Mishandling of a restaurant licence application	Unsubstantiated
2001/2913	Delay in the issue of a provisional restaurant licence	Unsubstantiated
2001/3084	Failing to take enforcement action against an unauthorised building structure	Substantiated*
2001/3906	Delay in processing a request for felling a withered tree	Substantiated*
2001/3996	(a) Inefficiency in recovery of Government rent in respect of complainant's property for the period between 1992 and 1997; (b) overcharging Government rent for the period between 27 March and 30 June 1997 which the complainant had already paid; and (c) failing to provide assistance in answering the complainant's enquiry about a demand note for Government rent	Partially substantiated*
2002/0020	Improper handling, including inefficiency in processing, unnecessary consultation and deliberate rejection, of a STT application for addition of driving range facilities	Partially substantiated*
2002/0472	Evading responsibility to repair a damaged stream bank adjacent to a house	Partially substantiated*

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Leisure and Cultural Services Department

2001/2379 2001/2460	Failing to allocate swimming lanes in a fair manner	Substantiated*
2002/0495	Delay in erecting a signboard in a playground	Unsubstantiated*
2002/0534	Improper procedures of handling books returned to a public library	Substantiated*
2002/0580	Failing to make proper arrangement to stop payment of salary to an employee after resignation	Partially substantiated*
2002/2457	Failing to take proper measures to ensure observation of necessary regulations by people entering a swimming pool	Unsubstantiated*

Official Receiver's Office

2002/2915	Inappropriate issue of a restraining order against the vehicle owned by the complainant	Unsubstantiated

Planning Department

2001/2912	Delay in the issue of a provisional restaurant licence	Unsubstantiated*
2001/1871	Mishandling of a restaurant licence application	Unsubstantiated*

Post Office

2001/3481	Delay in dealing with the complainant's complaint and promotion	Partially substantiated*
2002/2637	Misdirecting four letters to the complainant	Substantiated*

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Social Welfare Department

2001/2989	Delay in processing an application of Disability Allowance for the complainant's mother who had been medically assessed as eligible for the said allowance ten months ago	Substantiated*
2002/1911	Miscalculation of a disability allowance without noticing the mistake over the years	Partially substantiated*

Student Financial Assistance Agency

2002/0326	Poor staff manner in handling the complainant's enquiry about the Student Travel Subsidy Scheme	Partially substantiated*

Transport Department

2001/0003 2001/0050	Failing to take proper action in respect of a complaint about an unauthorised vehicular access	Unsubstantiated
2002/0463	Refusing to refund deposits paid to reserve vehicle registration marks	Unsubstantiated
2002/1730	(a) Failing to reply to the complainant's electronic mail; (b) delay in replying to the complainant's electronic mail; and (c) transferring related complaint information to Efficiency Unit without the complainant's permission	Partially substantiated*
2002/2914	Failing to inform the complainant of a restraining order and to execute the order properly	Partially substantiated*

Treasury

2002/2523	Failing to take follow-up action in respect of errors found in the computer system designed by the department	Unsubstantiated

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Urban Renewal Authority

2002/1322		Delay in handling complaints and impropriety in handling trade mix disputes between tenants	Partially substantiated*
2002/1851 2002/1852 2002/1853	(a) (b)	Offering purchase proposal before establishing an appeal mechanism; and failing to explain the basis for calculation of compensation in purchase proposals	Unsubstantiated
2002/1854 2002/1855 2002/1856	(a) (b) (c)	Offering purchase proposal before establishing an appeal mechanism; failing to explain the basis for calculation of compensation in purchase proposals; and rejecting a flat-for-flat compensation proposal in breach of a promise made by the Government	Unsubstantiated
2002/1857	(a) (b)	Rejecting a request for advance payment of compensation; and changing the function of an Appeal Committee into those of a Review Committee to the prejudice of the interests of the complainant and affected residents	Unsubstantiated

Water Supplies Department

2001/3014	Failing to take proper action in respect of a complaint about public water pipe replacement work	Unsubstantiated
2002/0958	Failing to supply relevant information to the Drainage Services Department for opening a trade effluent surcharge account	Unsubstantiated